



# Quarterly Financial Review

Division of Family Resources

August 2007

## State of Indiana

Mitchell E. Daniels, Jr.  
Governor

## Family and Social Services Administration

E. Mitchell Roob Jr.  
Secretary

## Division of Family Resources

Zach Main  
Director

## State of Indiana

Published  
July 2007



## Monthly Financial Review

## Division of Family Resources

### Division of Family Resources

June-07

Numbers Illustrated in Thousands

#### Expenditures

Federal Child Care Development	129,204	142,457	13,252
TANF Assistance	124,517	145,935	21,418
County Administration DFR Only	143,226	140,973	(2,253)
Indiana Client Eligibility System (ICES)	14,288	16,885	2,597
TANF Impact	11,767	14,686	2,919
Food Stamp IMPACT	5,816	7,988	2,173
DFR Administration Central Office	7,965	7,988	23
Electronic Benefits Transfer (EBT)	6,122	6,420	298
Domestic Violence Prevention & Treatment (DVPT)	2,756	2,960	203
Federal Family Violence Prevention Fund (FFV)	1,256	1,433	176
Burials	1,515	1,598	82
School Age Child Care (SACC)	452	593	140
Head Start Partnership Coordination	114	176	62
Commission on Social Status of Black Males	135	138	3
Child Care Fees and Fines	75	105	30
<b>Total - Expense</b>	<b>449,210</b>	<b>490,333</b>	<b>41,123</b>

SFY 2007 Year To Date		Variance
Actual	Budget	
129,204	142,457	13,252
124,517	145,935	21,418
143,226	140,973	(2,253)
14,288	16,885	2,597
11,767	14,686	2,919
5,816	7,988	2,173
7,965	7,988	23
6,122	6,420	298
2,756	2,960	203
1,256	1,433	176
1,515	1,598	82
452	593	140
114	176	62
135	138	3
75	105	30
<b>449,210</b>	<b>490,333</b>	<b>41,123</b>

#### Revenues

State Funding	153,629	167,585	13,956
Federal Funding	295,581	298,447	2,866

**Total - Revenue**

SFY 2007 Year To Date		Variance
Actual Cash Spend	Actual Revenue Received	
153,629	167,585	13,956
295,581	298,447	2,866
<b>449,210</b>	<b>466,032</b>	<b>16,823</b>







# ***ELIGIBILITY MODERNIZATION***



## Modernization Transition Dashboard

G GREEN: STAY THE COURSE – PROGRESSING ACCORDING TO PLAN  
Y YELLOW: CAUTION – AGGRESSIVE PLAN OR ISSUES NEEDING CORRECTIVE ACTION EXIST  
R RED: URGENT- CORRECTIVE ACTION REQUIRED IMMEDIATELY

Activity Area	Tasks	Accomplishments / Plans
Business Operations 	<ul style="list-style-type: none"> <li>✓ Facility Management</li> <li>✓ Processes and Procedures</li> <li>✓ Communication &amp; Outreach</li> <li>✓ Personnel</li> </ul>	<ul style="list-style-type: none"> <li>• Help Center locations selected for Region 1</li> <li>• Working on Steady State draft Procedures for document, service and help centers</li> <li>• Help Center employee town hall meetings conducted, interviewing employees for IMPACT Case Managers</li> </ul>
IT Activities 	<ul style="list-style-type: none"> <li>✓ IT Processes and Procedures</li> <li>✓ Infrastructure</li> <li>✓ Develop Reporting</li> <li>✓ Develop Pilot Software</li> </ul>	<ul style="list-style-type: none"> <li>• Security plan drafted, finalizing by 9/1</li> <li>• Help center circuits ordered, working on HW SW procurement. Service Center 1 infrastructure 90% complete, planning open house by end of August</li> <li>• Performance measure report design underway</li> <li>• Pilot application development and system test completion by 9/7/07. ICES Pilot modifications completed.</li> </ul>
Pilot Readiness Activities 	<ul style="list-style-type: none"> <li>✓ Testing Activities</li> <li>✓ Training Activities</li> <li>✓ Pilot Readiness/Checklist</li> </ul>	<ul style="list-style-type: none"> <li>• User acceptance test planned for 9/10 – 10/8</li> <li>• Worker Training curriculum in process, planned training to be complete by 10/19</li> <li>• Team developing pilot readiness checklist / criteria</li> </ul>
As Is Operations 	<ul style="list-style-type: none"> <li>✓ Local Office Operations</li> <li>✓ Local Office Change Units</li> <li>✓ IMPACT Transition</li> </ul>	<ul style="list-style-type: none"> <li>• Five change units implemented successfully in Grant, Madison, Vigo, Vanderburgh and Lake counties.</li> <li>• IMPACT RFP released with responder submissions received on 7/9, evaluation of responses under way.</li> </ul>



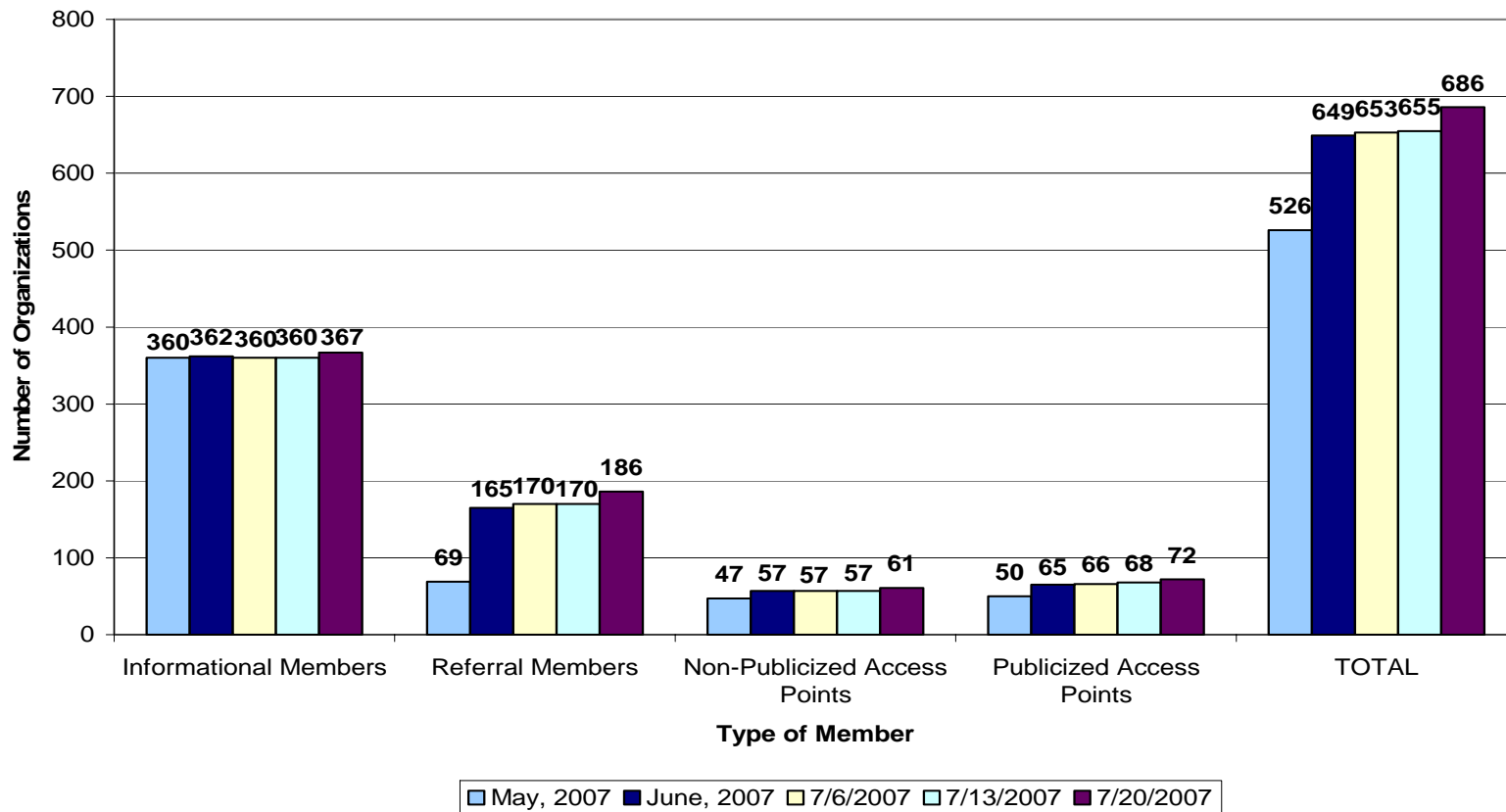
## V-CAN Highlights

- Approximately 700 V-CAN Members (Informational, Referral or Access Point)
- 138 Access Points (75 to be publicized)
- V-CAN members in 89 counties
- Access Points or Referral Members in 84 counties
- Largest numbers by type of organization (statewide)
  - 81 Nutrition Education Program offices – Referral Members (all offices statewide; FNS-funded program)
  - 61 Health Center/Hospital V-CAN Members (26 are Access Points)
- 88 V-CAN Members in Region 1 (50 are Access Points or Referral Members)
- Actively recruiting additional Region 1 V-CAN Members during V-CAN Training
- Training going well with very positive feedback
- Providing 'resource directory' for organizations to get low cost or free computers



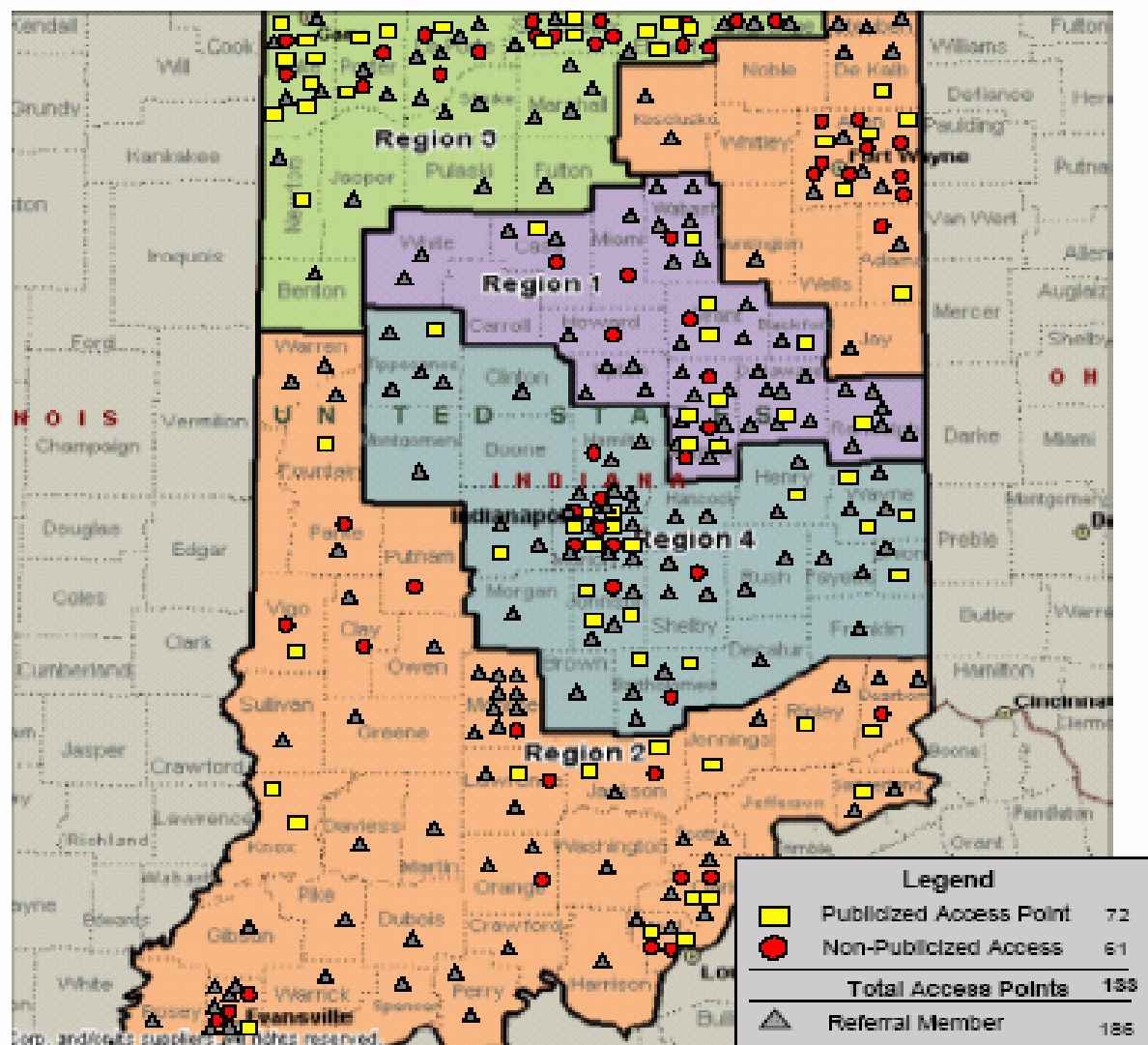
## V-CAN Membership

V-CAN Membership by Level





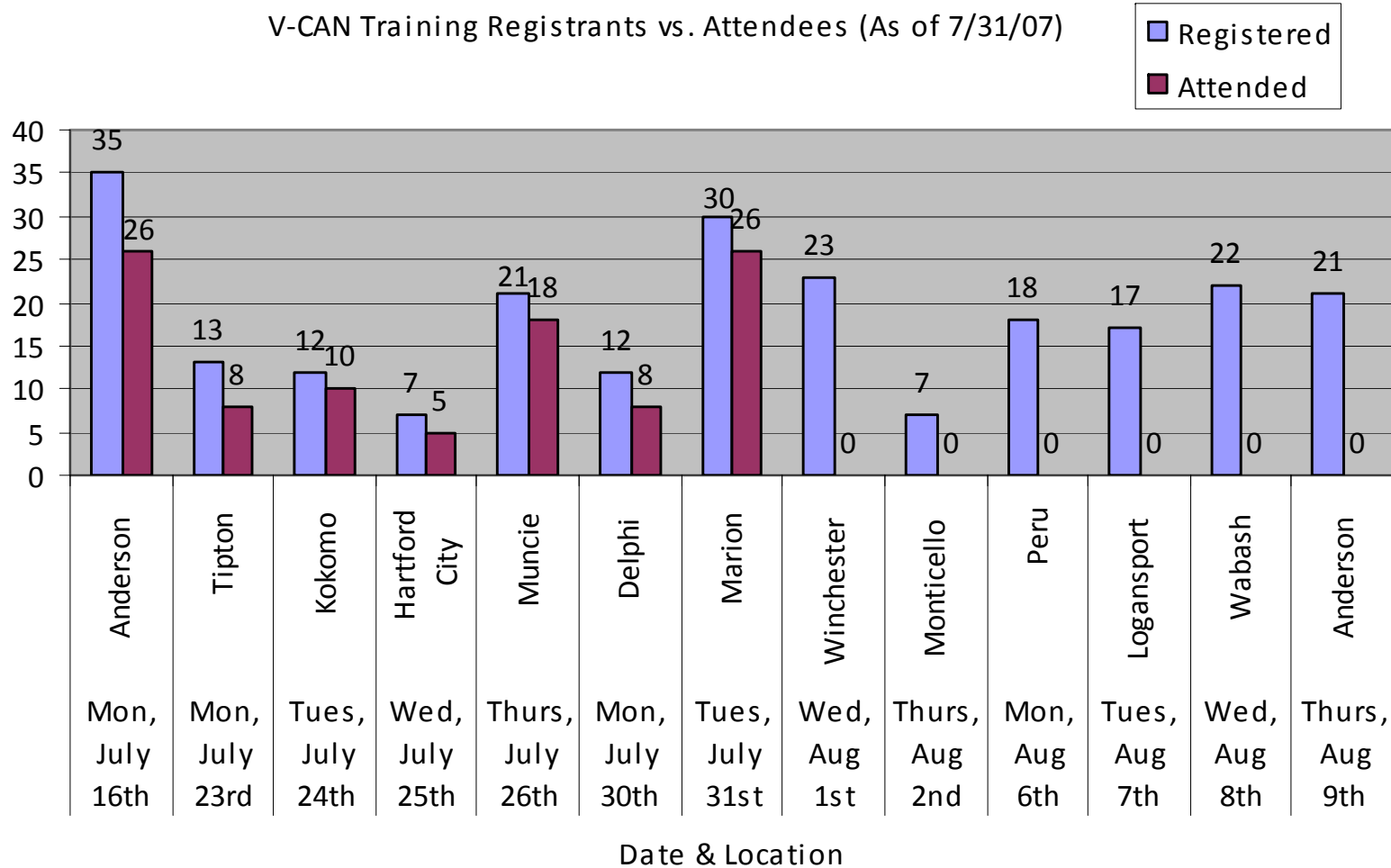
## V-CAN Participation Type Mapping





## Training Schedule

V-CAN Training Registrants vs. Attendees (As of 7/31/07)







## Focus Group Usability Testing Summary

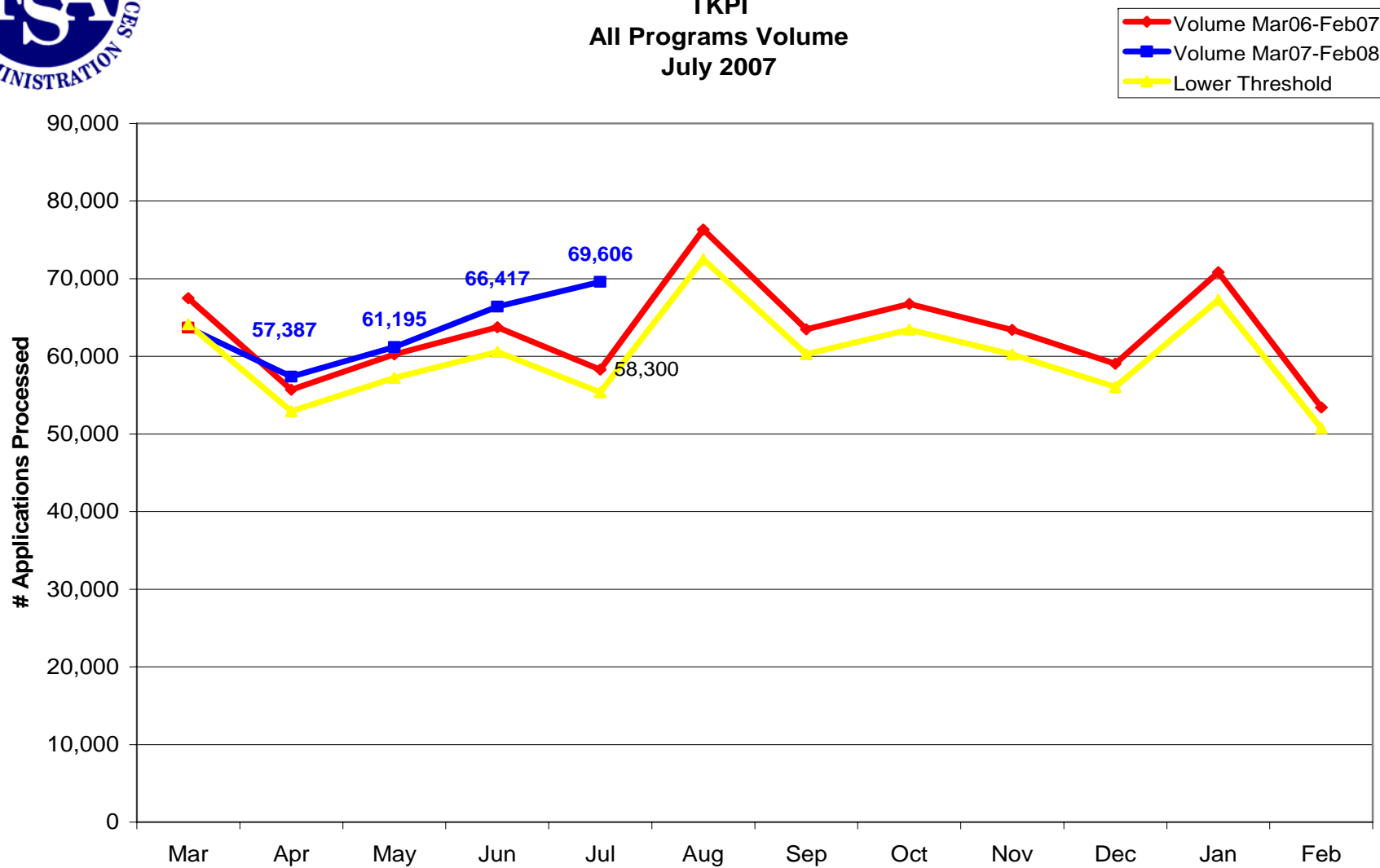
- Users Gave High Satisfaction and a Rating of Easy
- Conducted at urban and rural human services providers:
  - ✓ Southeast Community Services in Indianapolis
  - ✓ Martin Luther King Multi-Service Center in Indianapolis
  - ✓ South Central Community Action Program (SCCAP) in Spencer (Owen County)
- Paper Application
  - ✓ 20 potential applicants completed application independently
- Automated Phone Support
  - ✓ English and Spanish
  - ✓ 8 potential applicants tested the system one on one and captured on video
  - ✓ Half the potential applicants completed existing tasks and half completed new tasks
- Internet Screening for Eligibility
  - ✓ 14 potential applicants as a group completed the Internet Eligibility Screening
  - ✓ 10 potential applicants completed an interactive survey and 4 completed a paper survey
  - ✓ Helpers for each user ensured everyone stayed on pace and finished
  - ✓ 4 users in Spencer completed the screening with very little or no help



## Monthly Financial Review

## Division of Family Resources

### TKPI All Programs Volume July 2007



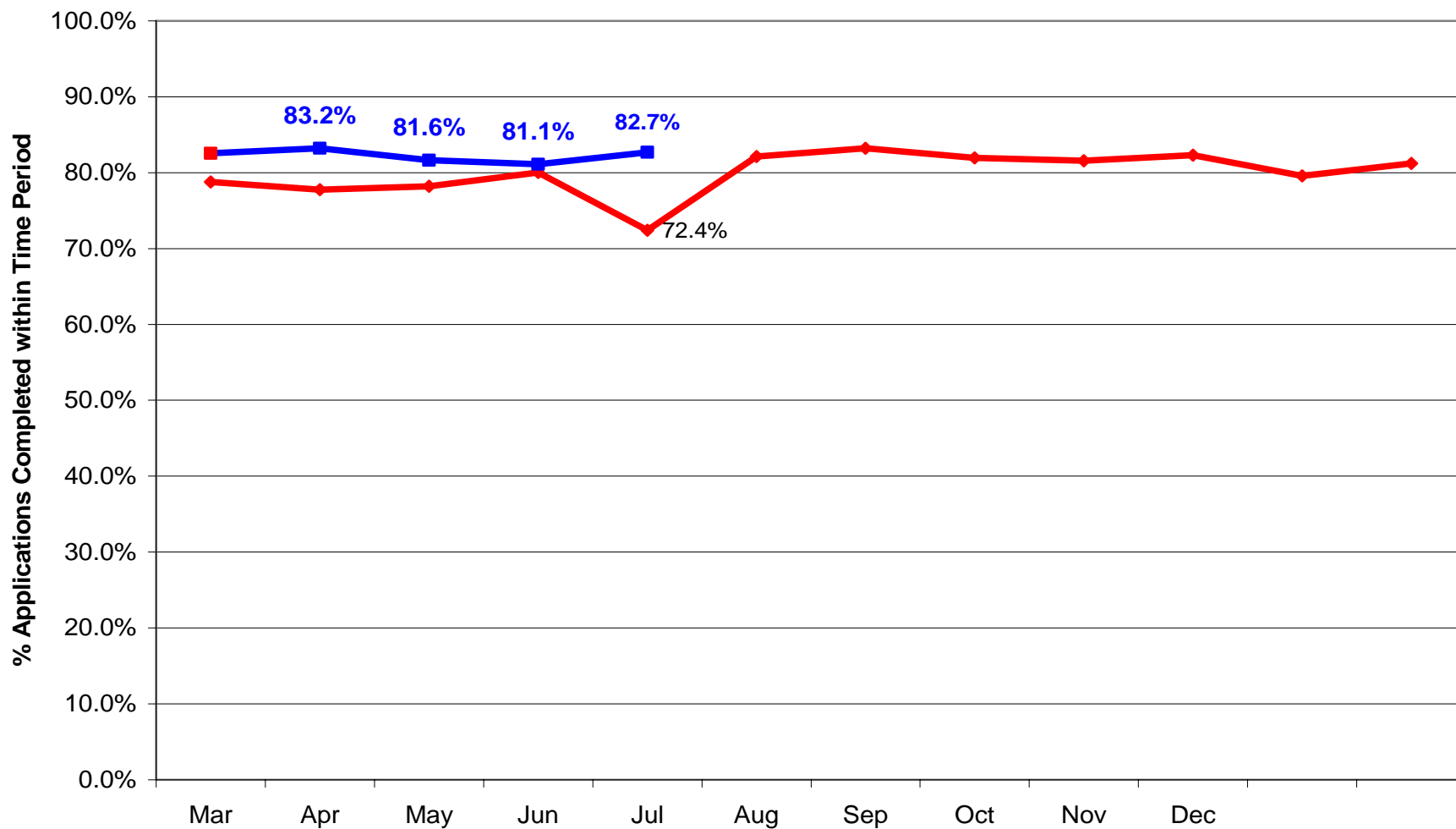


## Monthly Financial Review

## Division of Family Resources

### TKPI All Programs Timeliness July 2007

—◆— Timeliness Mar06-Feb07  
—■— Timeliness Mar07-Feb08



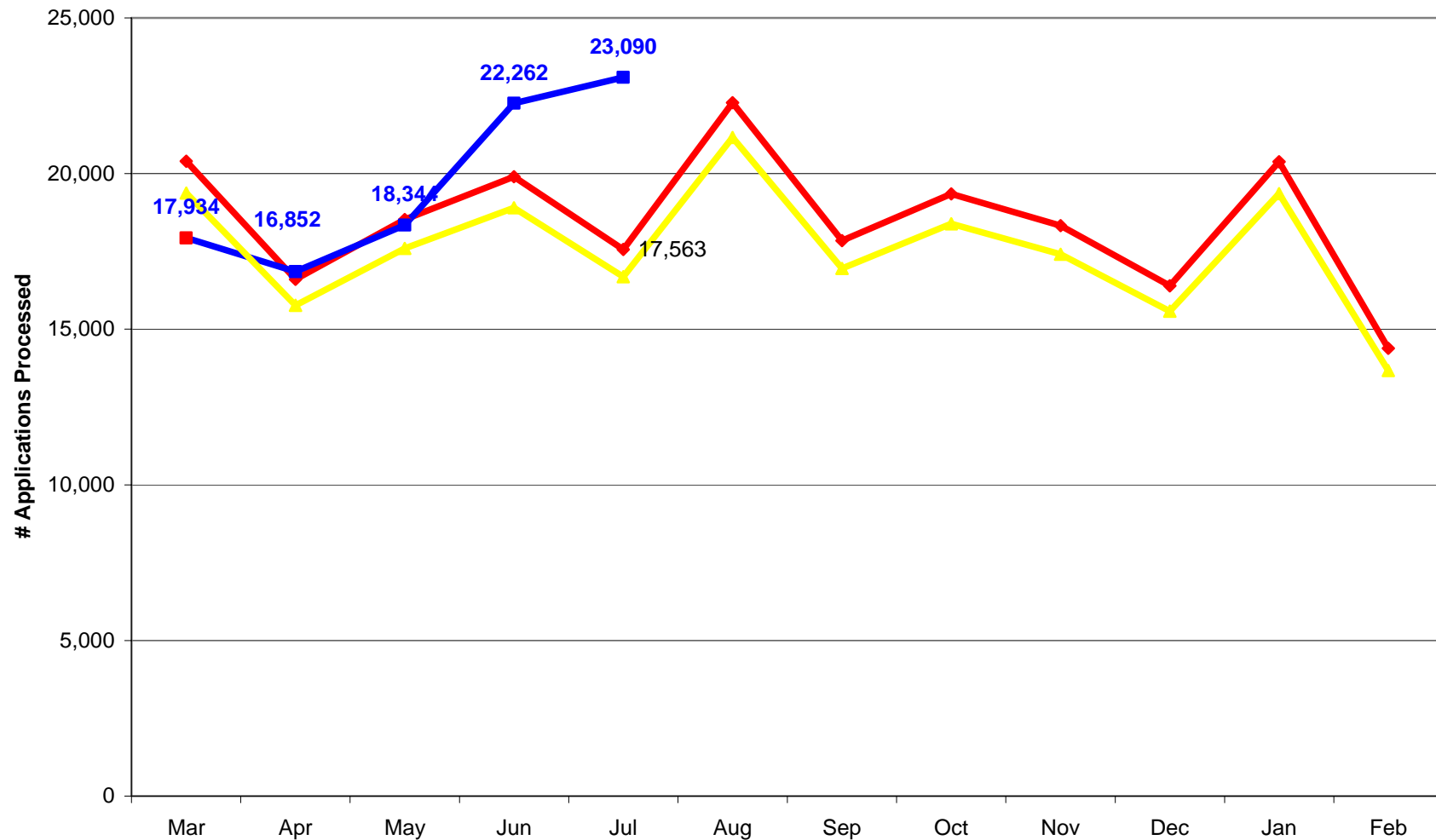


## Monthly Financial Review

## Division of Family Resources

### TKPI Food Stamps Volume July 2007

Volume Mar06-Feb07  
Volume Mar07-Feb08  
Lower Threshold

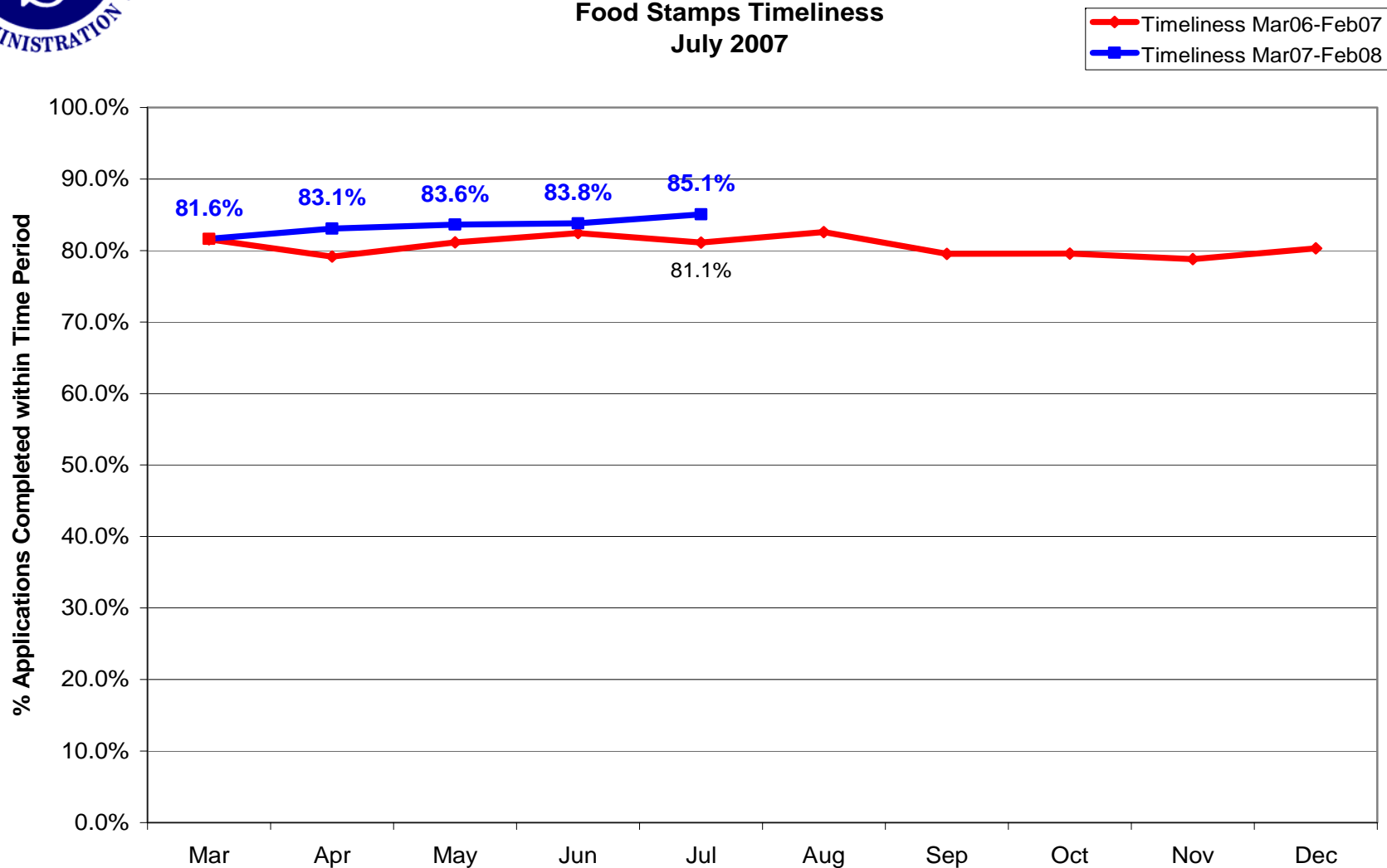




## Monthly Financial Review

## Division of Family Resources

### TKPI Food Stamps Timeliness July 2007

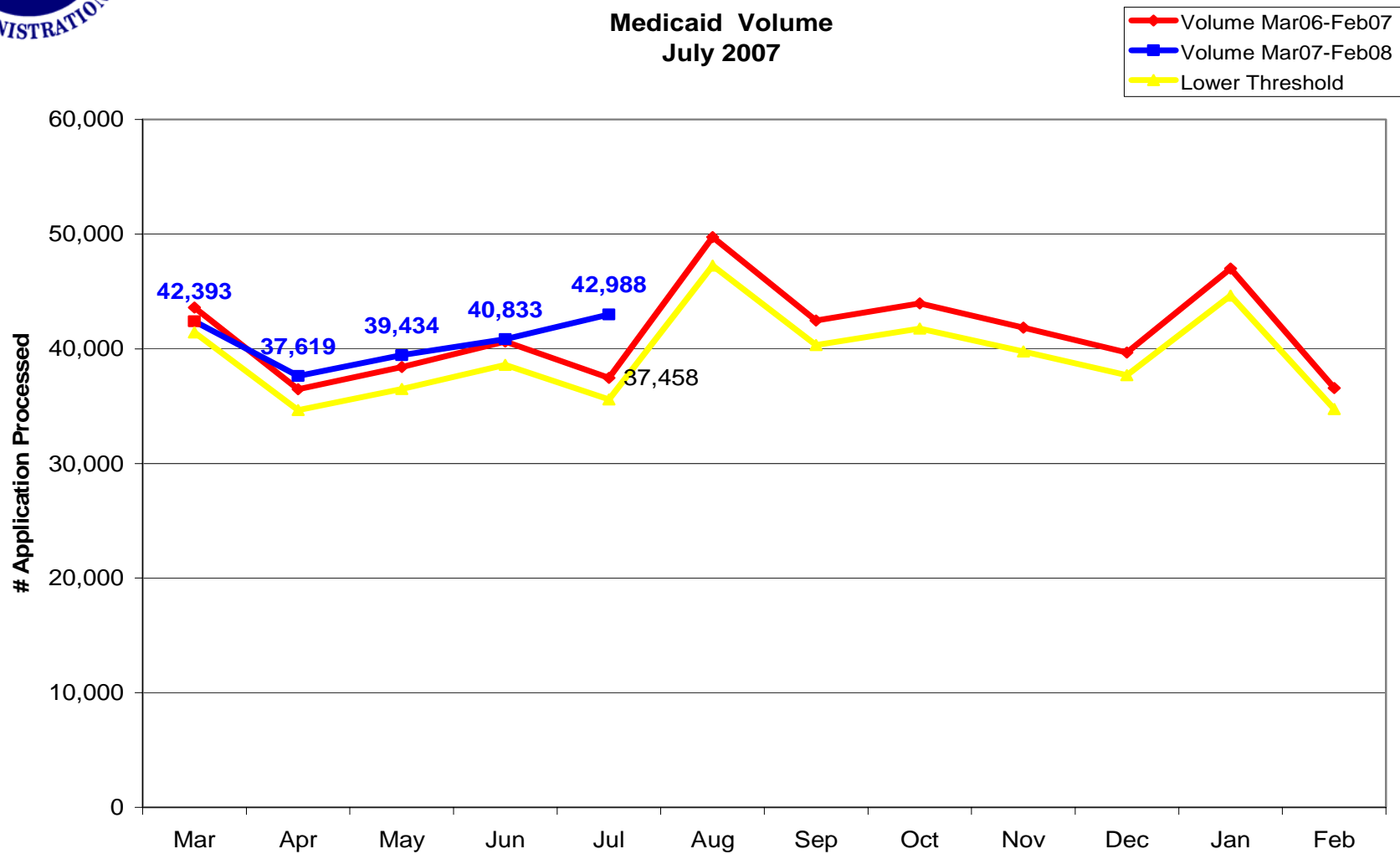




## Monthly Financial Review

## Division of Family Resources

### TKPI Medicaid Volume July 2007

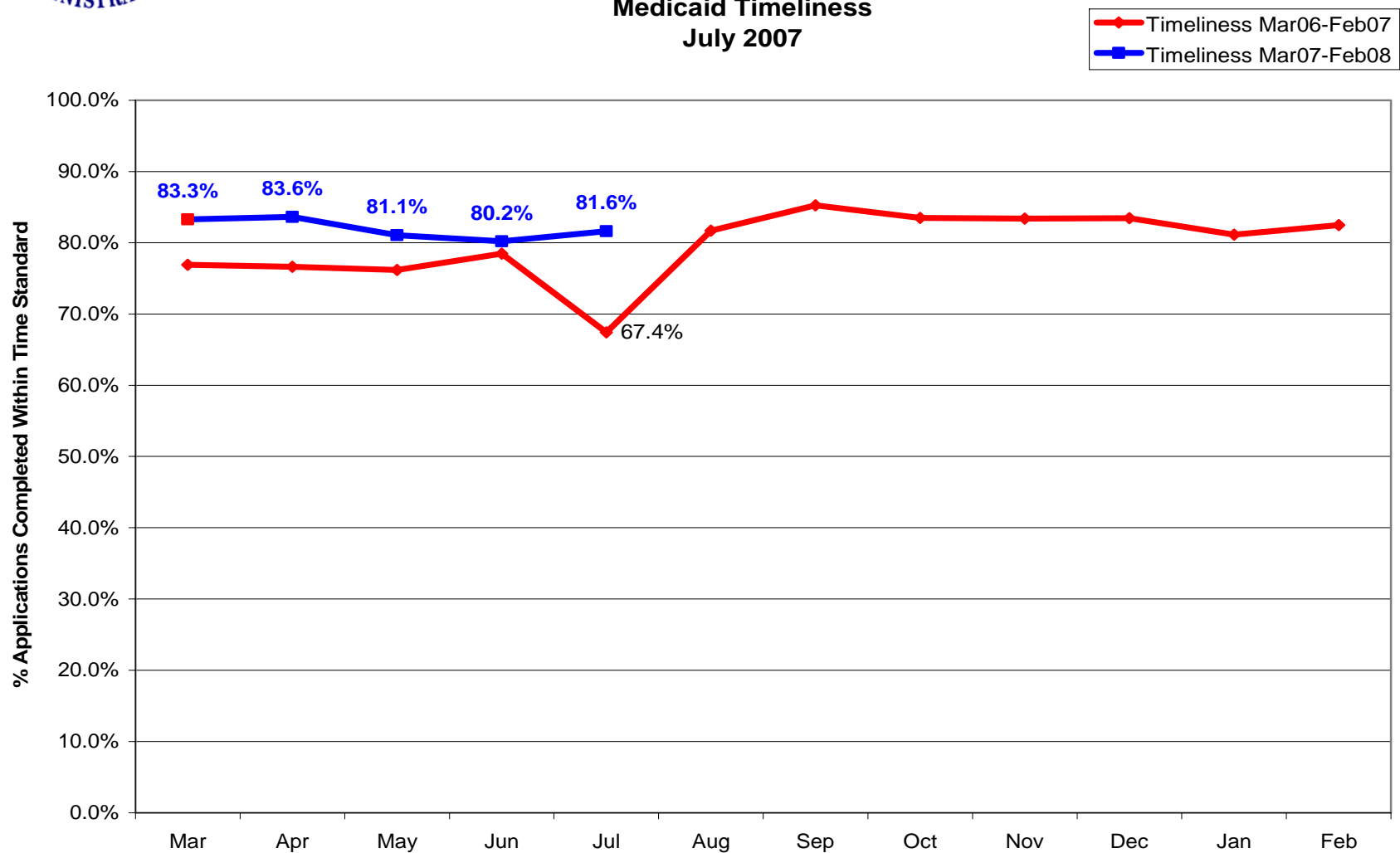




## Monthly Financial Review

## Division of Family Resources

### TKPI Medicaid Timeliness July 2007

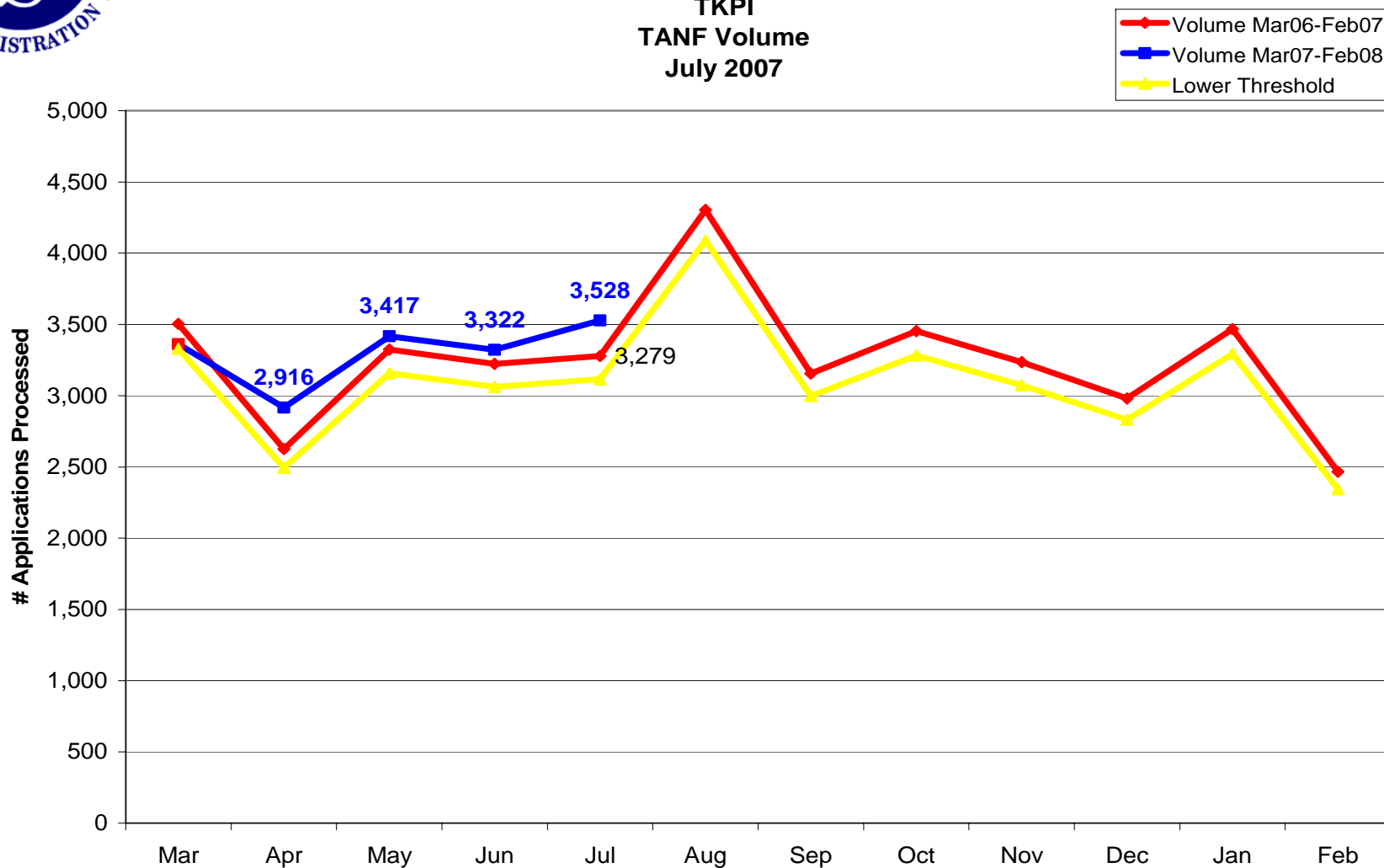




## Monthly Financial Review

## Division of Family Resources

TKPI  
TANF Volume  
July 2007





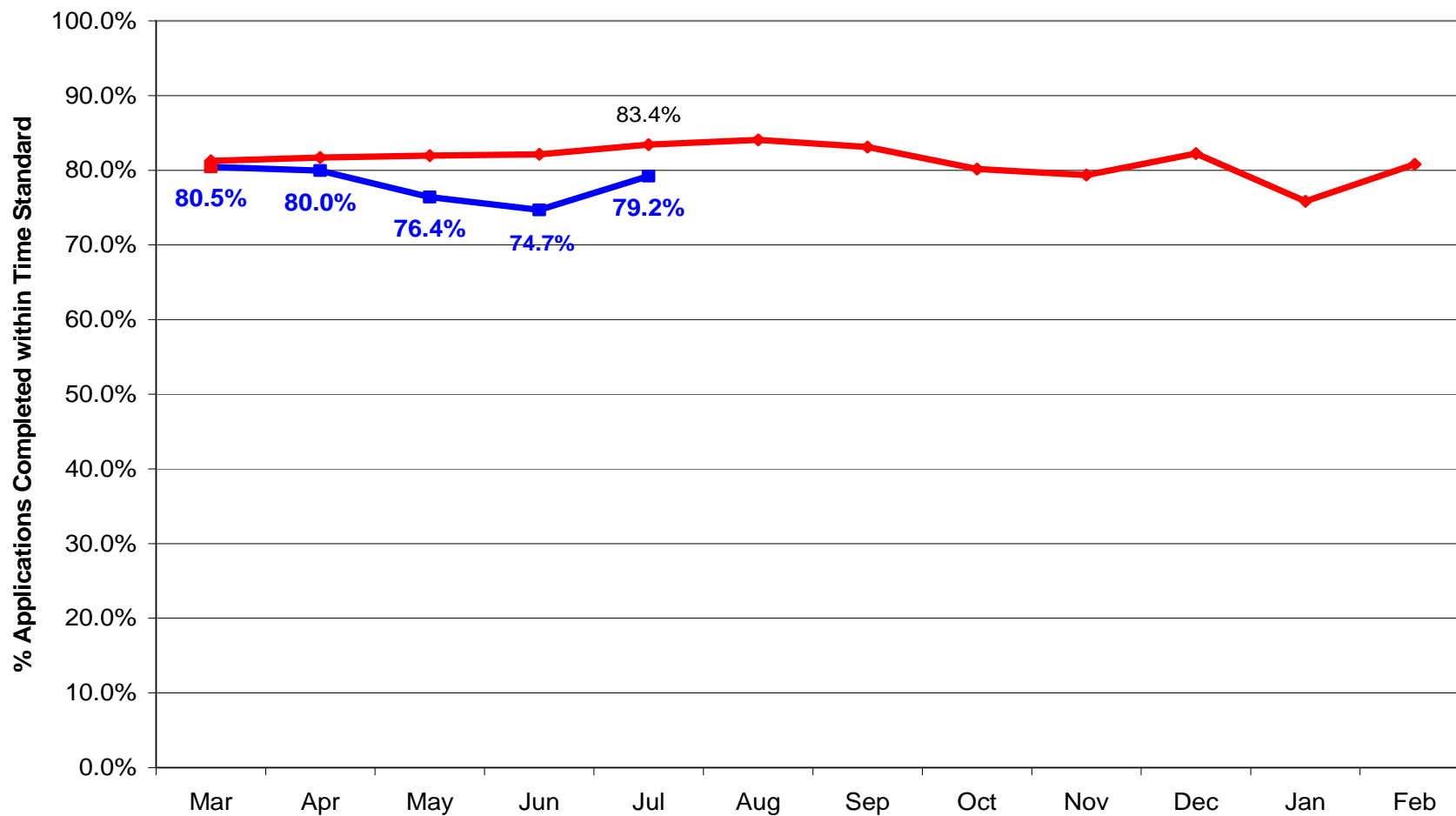


## Monthly Financial Review

## Division of Family Resources

### TKPI TANF Timeliness July 2007

Timeliness Mar06-Feb07  
Timeliness Mar07-Feb08





## Monthly Financial Review

## Division of Family Resources

TKPI Monthly Scorecard							Date: June 2007
Core Team: State & IBM Program Management Offices							<div> <div></div> Green = Meeting/Exceeding Target         </div> <div> <div></div> Yellow = Meeting 5% Threshold (Volume Only)         </div> <div> <div></div> Red = Not meeting Target; Action Required         </div>
Status	TKPI METRIC	Method for Recording Data	Freq.	Standard / Specification	Monthly Average	Response / Improvement Plan	Liquidated Damages Liability
<div></div>	Medicaid Application Volume	GRP508RB data provided by the State to the Vendor.	Monthly	Target (Prior Period)= 40,634 Threshold (95% Target)= 38,602	Actual = 40,833		
<div></div>	TANF Application Volume	GRP508RB data provided by the State to the Vendor.	Monthly	Target (Prior Period) = 3,223 Threshold (95% Target) = 3,062	Actual = 3,322		
<div></div>	Food Stamps Application Volume	GRP508RB data provided by the State to the Vendor.	Monthly	Target (Prior Period) = 19,930 Threshold (95% Target) = 18,934	Actual = 22,262		
<div></div>	Medicaid Timeliness	GRP508RB data provided by the State to the Vendor.	Monthly	UCL = 100% Target (Prior Period) = 78.5%	Actual = 80.2%		
<div></div>	TANF Timeliness	GRP508RB data provided by the State to the Vendor.	Monthly	UCL = 100% Target (Prior Period) = 82.1%	Actual = 74.7%	Stressing use of the Pending Application and GRP508 reports for TANF as well as Food Stamps in the local offices. Confirming the ICES report and policy agree on timeliness reporting and action. Researching region data to identify locations with timeliness issues.	
<div></div>	Food Stamps Timeliness	GRP508RB data provided by the State to the Vendor.	Monthly	UCL = 100% Target (Prior Period) = 82.4%	Actual = 83.8%		



## Summary of TKPI Analysis – June 2007

### Preliminary Analysis

- Application volumes for Food Stamps, Medicaid and TANF increased above last year's volumes
- Medicaid timeliness increased 1.7% compared to June 2006
- Food Stamp timeliness increased 1.4% compared to June 2006
- TANF timeliness trended down 1.7% from May 2007

### Actions Taken

- Monitoring of Performance Improvement Plans for select counties
- Stressing timeliness of case actions to the workers and prioritizing the backlog (overdue cases) for all Programs
- Researching the TANF Timeliness trend that continues to fall and reviewing ICES data on TANF timeliness calculations

### Process Improvements to Monitor

- Continue monitoring timeliness and manual monitoring procedures - July
- Evaluate success in change of scheduling practices to reduce lead time for interviews - July
- Impact of Change Units (implemented counties only) - July
- Worker accountability for timeliness - July



## Implementation of Change Units

### ■ **Schedule:**

- Grant County- Implemented April 30; 3 Change Unit Staff
- Madison County- Implemented June 18; 6 Change Unit Staff
- Vigo County- Implemented June 20; 3 Change Unit Staff
- Vanderburgh County- Implemented July 16; 7 Change Unit Staff
- Lake County- Implemented July 16; 5 Change Unit Staff
- Allen County- Being evaluated for implementation in September
- Marion County- Being evaluated for implementation in September or October

### ■ **Status (as of July 13):**

- 3219 changes reported
- 1,248 (38.77%) reported by telephone from outside the office
- Average time to complete a change (ES and SEC combined) is 19.03 minutes

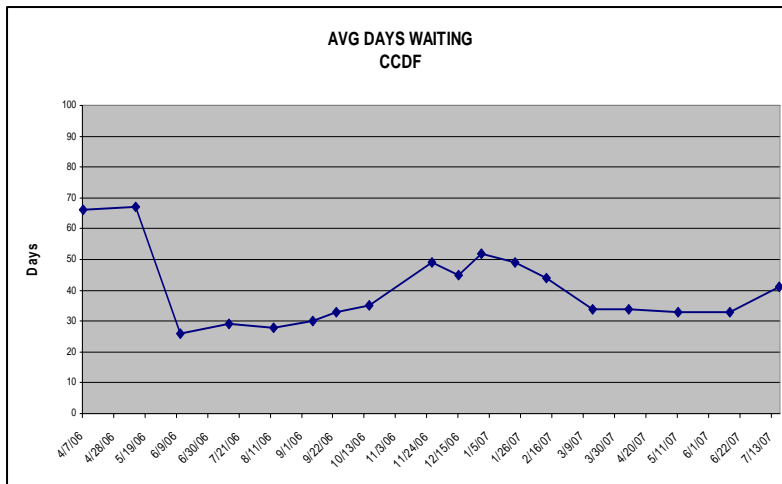


# ***CHILD CARE***

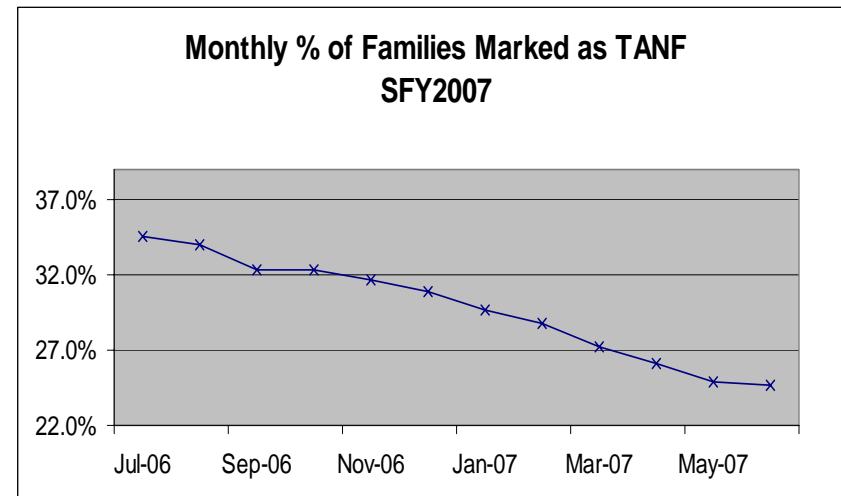


## CCDF SFY 2007 Accomplishments

- Decreased avg wait list time from 64 to 33 days



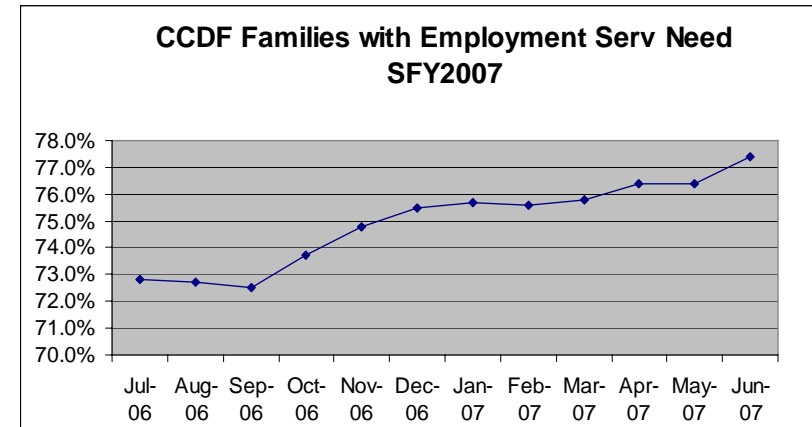
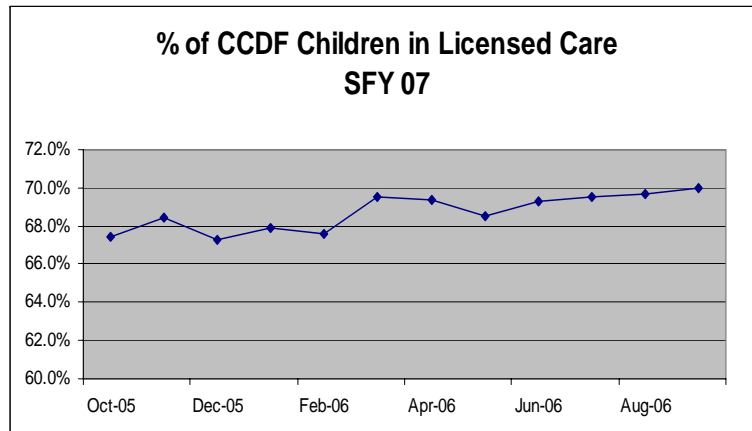
- TANF families decreased from 35% to 24%





## CCDF SFY 2007 Accomplishments

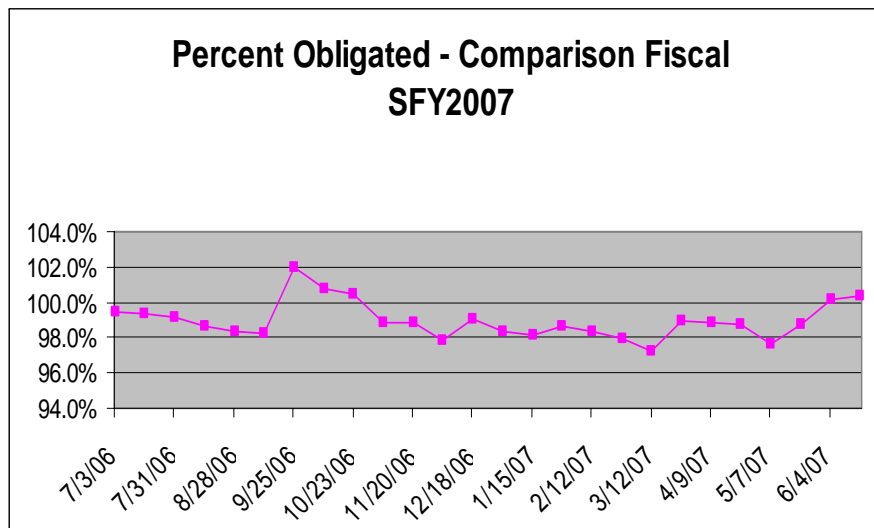
- Increased CCDF kids in licensed care from 67% to 70%
- Increased families receiving subsidy for employment from 72.8% to 77.4%





## CCDF SFY 2007 Accomplishments

- **Met Direct Service Obligation stretch goal - >97% at all times**
- **Implemented QA processes to prepare for Fed Error Rate**
  - More frequent monitoring
  - Larger Sample size
  - QA critical reports







## Child Care Licensing SFY 2007 Accomplishments

- Built QRS Infrastructure through:
  - Raters
  - Software
  - Mentoring
  - Evaluation
  - Marketing
- Completed Licensed Home rules public process
- Significantly Decreased % expired licenses/registrations
- Completed Regulatory Policy and Procedures Manual and training of all staff



## **Child Care Licensing SFY 2007 Accomplishments**

### **Recognized for National Center for Children in Poverty for:**

- Allocating state or federal funds for a network of infant/toddler specialists that provide assistance to child care providers
- Requiring (through regulation) that infants and toddlers in child care centers be assigned a consistent primary caregiver

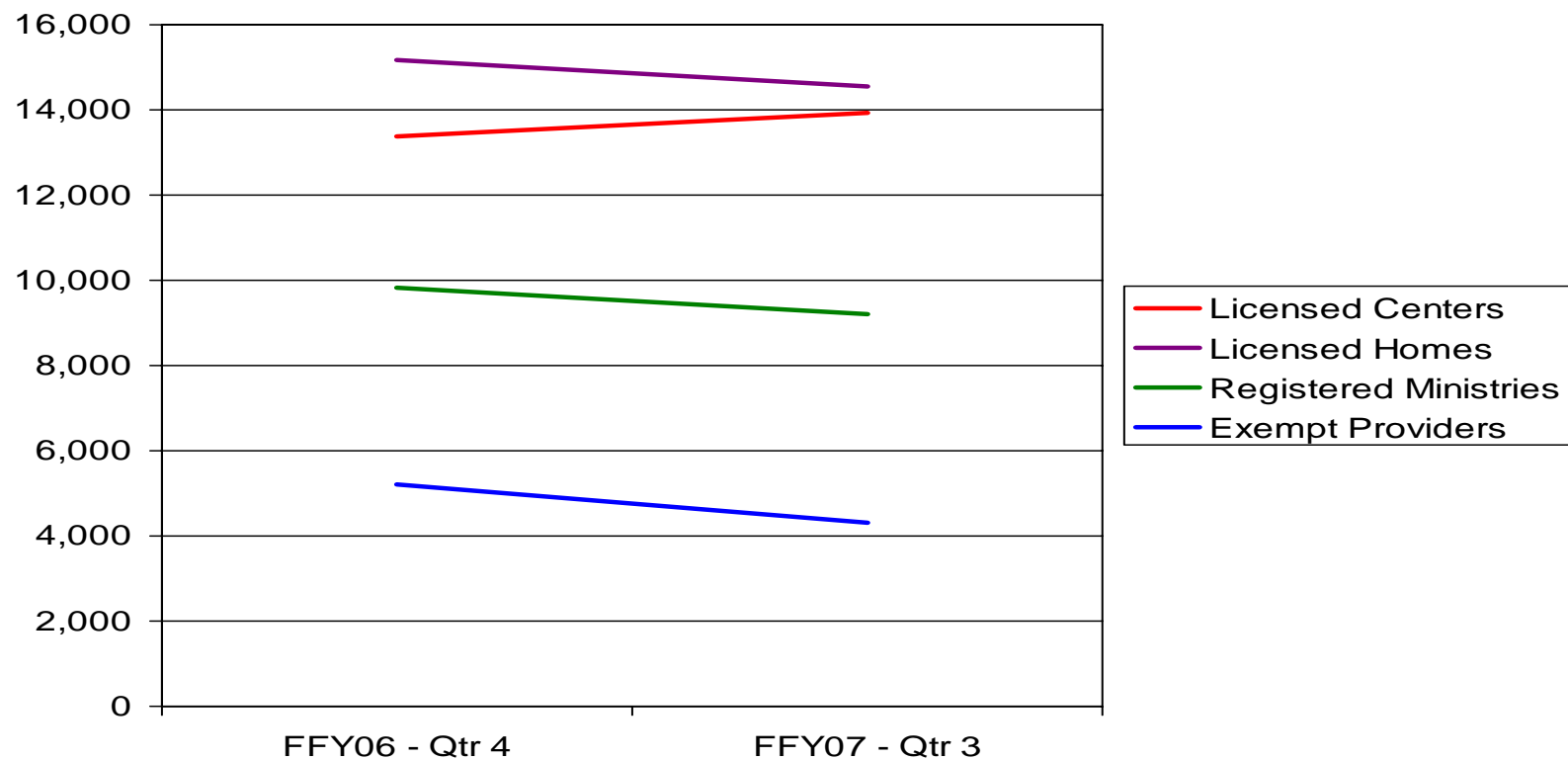


## **SFY 2008 Goals**

- **Complete CCDF Federal Error Rate reporting process**
- **Add new technologies for CCDF monitoring process**
- **QRS rollout begins January 2008, completed December 2008**
- **Consolidate Child care and EBT cards**
- **Complete Home Rules promulgation process**



## CCDF Placement by provider type





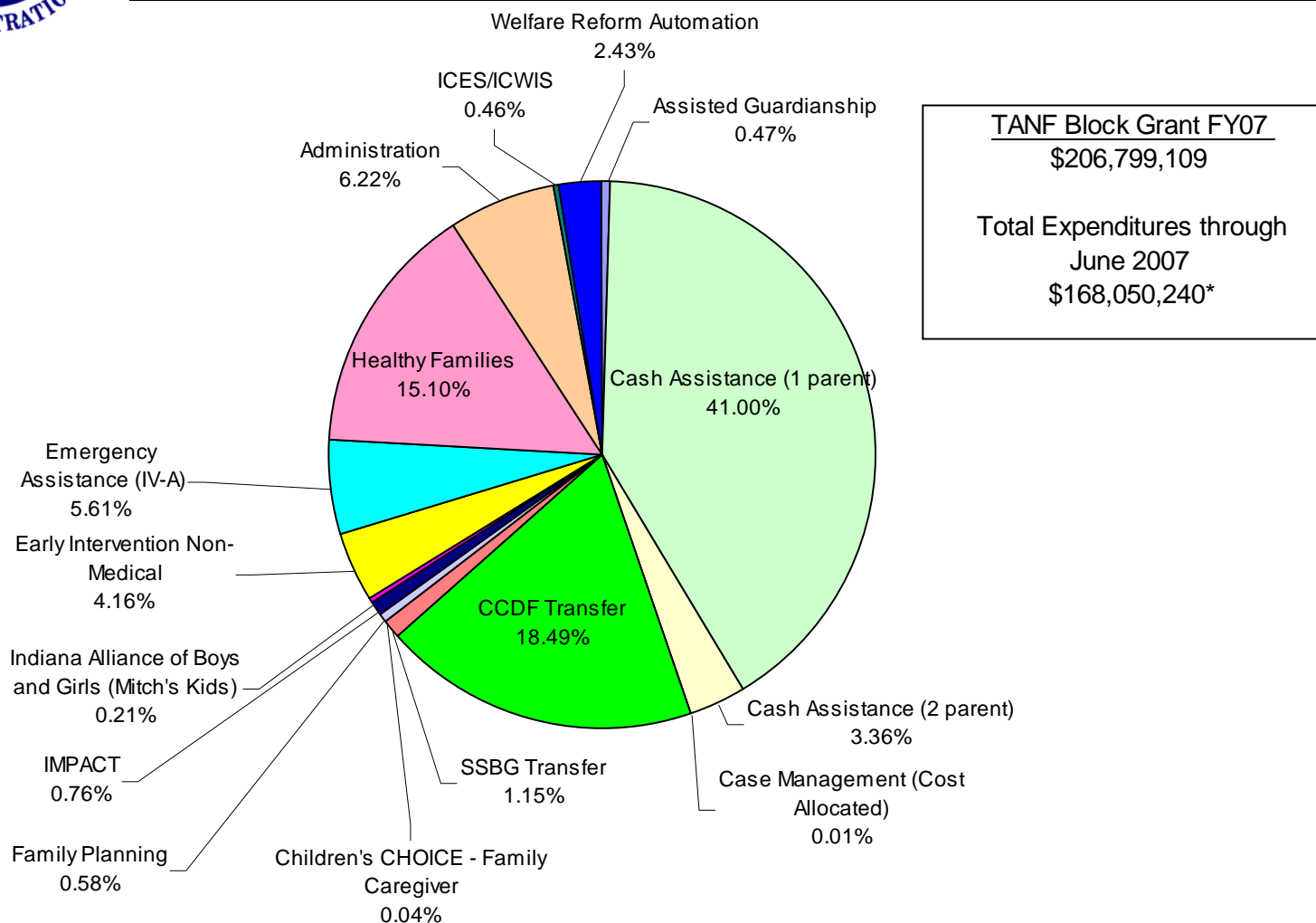
# ***TANF***



# DIVISION OF FAMILY RESOURCES

## TANF Federal Block Grant

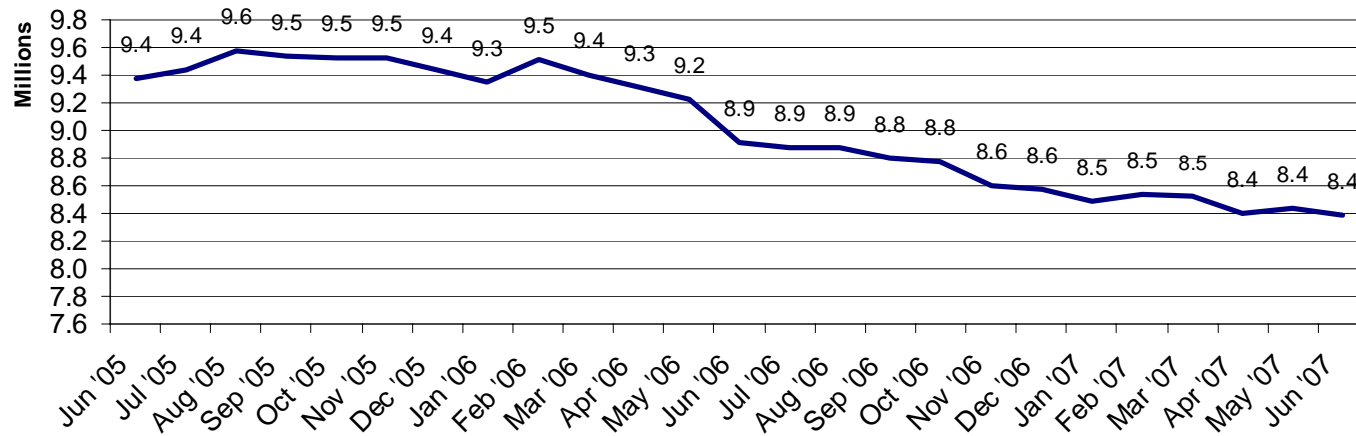
### FFY 2007 through June



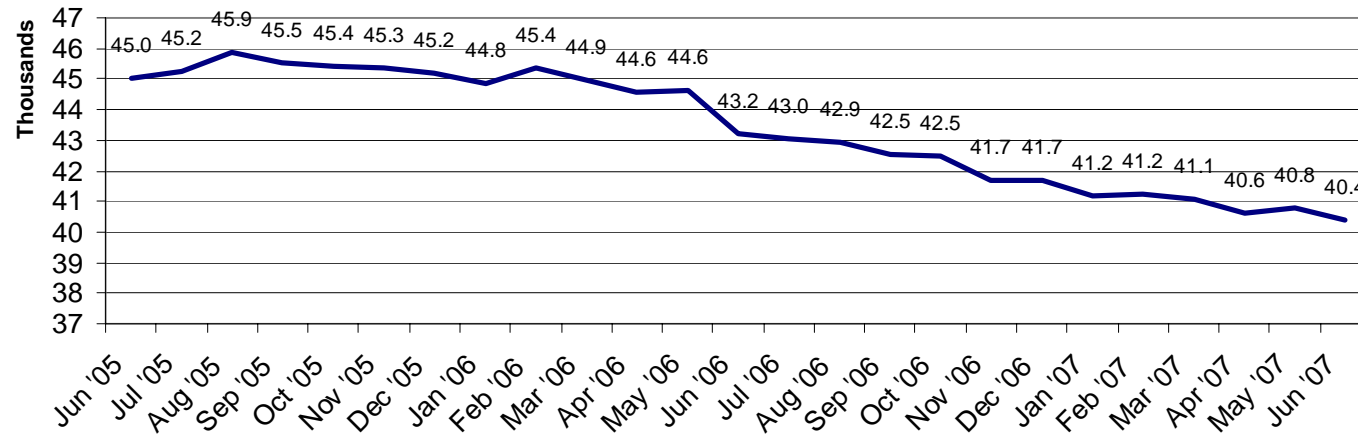
\*Above Expenditure amount does not include proposed \$32,158,599 CCDF transfer....(scheduled to occur July-Sept 2007)



## Total TANF Cash Assistance



## Total TANF Caseload





## Monthly Financial Review

## Division of Family Resources

### Temporary Assistance for Needy Families (TANF)

<b>TANF - Regular</b>	<b>June 2007</b>	<b>May 2007</b>	<b>June 2006</b>
Number of families receiving TANF grants	38,661	38,921	41,205
Total number of grant recipients	103,618	104,193	110,731
Adults	31,321	31,528	33,560
Children	72,297	72,665	77,171
Total payments	\$7,904,857	\$7,940,290	\$8,380,178
Average payment per case	\$204.47	\$204.01	\$203.38
Average payment per person	\$76.29	\$76.21	\$75.68
Number of TANF cases with benefits reduced to zero	4,553	4,557	4,728
Number of TANF recipients with benefits reduced to zero	13,455	13,605	14,008
Adults	4,482	4,509	4,646
Children	8,973	9,096	9,362

<b>TANF - Unemployed Parent</b>	<b>June 2007</b>	<b>May 2007</b>	<b>June 2006</b>
Number of families receiving TANF grants	1,752	1,846	2,017
Total number of grant recipients	7,566	7,933	8,775
Adults	3,503	3,690	4,031
Children	4,063	4,243	4,744
Total payments	\$478,862	\$498,349	\$528,392
Average payment per case	\$273.32	\$269.96	\$261.97
Average payment per person	\$63.29	\$62.82	\$60.22
Number of TANF cases with benefits reduced to zero	358	342	379
Number of TANF recipients with benefits reduced to zero	1,574	1,520	1,692
Adults	714	684	758
Children	860	836	934





## Monthly Financial Review

## Division of Family Resources

Temporary Assistance for Needy Families (TANF)			
Total TANF	June 2007	May 2007	June 2006
Number of families receiving TANF grants	40,413	40,767	43,222
Total number of grant recipients	111,184	112,126	119,506
Adults	34,824	35,218	37,591
Children	76,360	76,908	81,915
Total payments	\$8,383,719	\$8,438,639	\$8,908,570
Average payment per case	\$207.45	\$207.00	\$206.11
Average payment per person	\$75.40	\$75.26	\$74.54
Number of TANF cases with benefits reduced to zero	4,911	4,899	5,107
Number of TANF recipients with benefits reduced to zero	15,029	15,125	15,700
Adults	5,196	5,193	5,404
Children	9,833	9,932	10,296



Indiana Manpower Placement and Comprehensive Training (IMPACT)

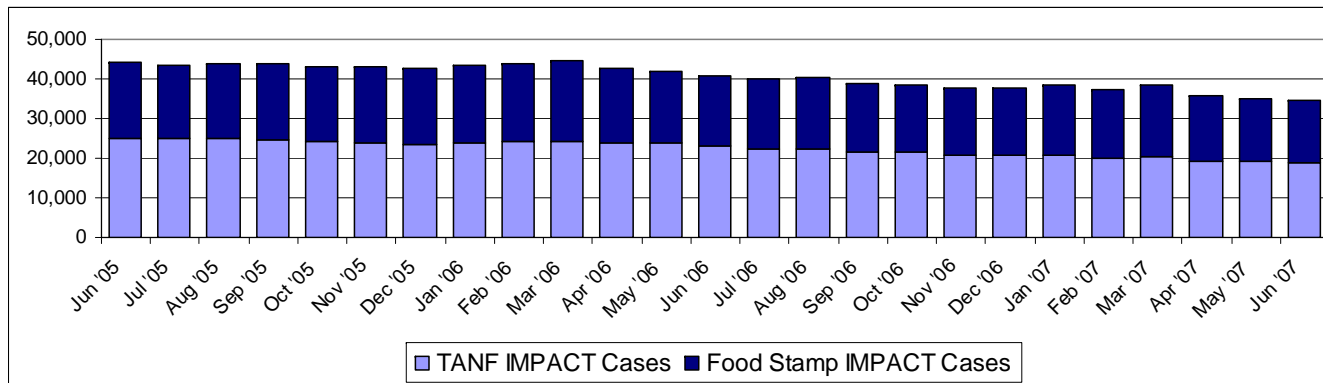
IMPACT Caseloads			
	Jun 2007	May 2007	Jun 2006
Total IMPACT Cases	34,693	35,030	40,914
TANF IMPACT Cases	18,921	19,179	23,077
Food Stamp Cases	15,772	15,851	17,837

Ineligible due to Employment of all Cases			
	Jun 2007	May 2007	Jun 2006
Total adults ineligible due to employment	1,073	827	1,187
Number of TANF adults	225	197	317
Number of Food Stamp adults	848	630	870

New Employed IMPACT Mandatory Cases			
	Apr 2007	Mar 2007	Apr 2006
Total number adults employed	1,503	3,596	4,420
TANF IMPACT adults employed	665	1,541	2,126
Food Stamp adults employed	838	2,055	2,294

Employment data is available 45 days after the end of the report month. This data is reported on a two month delay.

IMPACT Caseloads Last 24 Months





## Monthly Financial Review

## Division of Family Resources

### Indiana Manpower Placement and Comprehensive Training (IMPACT)

#### IMPACT Clients With Paid Contract Services During the Month

	Jun 2007	May 2007	Apr 2007
Total Clients	1,197	1,822	1,156
TANF Clients	699	1,113	684
Food Stamp Clients	498	709	472

#### IMPACT Clients With Paid Supportive Services During the Month

	Jun 2007	May 2007	Apr 2007
Total Clients	411	533	490
TANF Clients	272	394	315
Food Stamp Clients	139	139	175

#### IMPACT Clients With Either Paid Contract Services or Supportive

	Jun 2007	May 2007	Apr 2007
Total Clients	1,559	2,270	1,598
TANF Clients	944	1,444	972
Food Stamp Clients	615	826	626

#### IMPACT Expenditures for Paid Contract Services Paid During the Month

	Jun 2007	May 2007	Apr 2007
Total Expenditures	\$424,757	\$629,585	\$373,678
TANF Expenditures	\$277,810	\$412,058	\$236,495
Food Stamp Expenditures	\$146,947	\$217,527	\$137,183

#### IMPACT Expenditures for Paid Supportive Services During the Month

	Jun 2007	May 2007	Apr 2007
Total Expenditures	\$44,683	\$89,272	\$43,123
TANF Expenditures	\$33,419	\$62,792	\$35,042
Food Stamp Expenditures	\$11,264	\$26,480	\$8,081

#### Total Expenditures During the Month Per IMPACT Caseload

	Jun 2007	May 2007	Apr 2007
Total Expenditures Per Client	\$14	\$21	\$12
TANF Per Client	\$16	\$25	\$14
Food Stamp Per Client	\$10	\$15	\$9

#### Total Expenditures During the Month Per Clients Receiving Either Contract Services or Supportive Services

	Jun 2007	May 2007	Apr 2007
Total Expenditures Per Client	\$301	\$317	\$261
TANF Per Client	\$330	\$329	\$279
Food Stamp Per Client	\$257	\$295	\$232

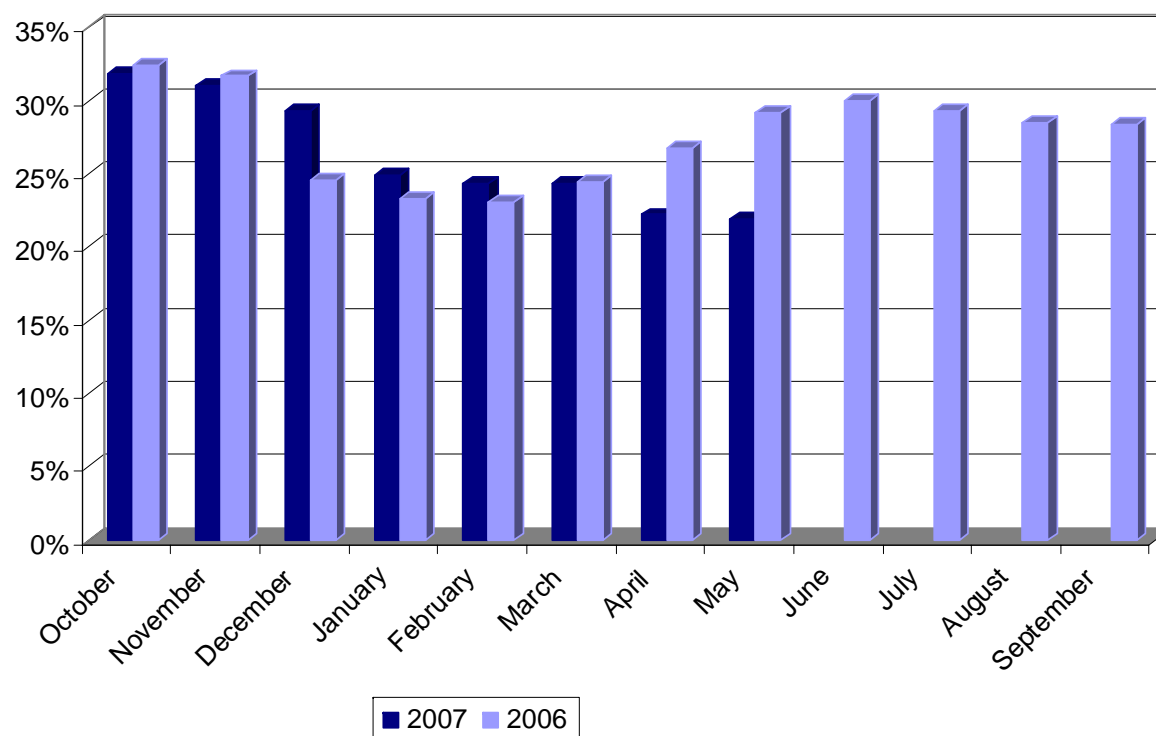


TANF Work Participation

	Oct 2007	Nov 2007	Dec 2007	Jan 2007	Feb 2007	Mar 2007	Apr 2007	May 2007	Jun 2007	Jul 2007	Aug 2007	Sep 2007	YTD 2007
Statewide	31.8%	31.1%	29.3%	24.8%	24.3%	24.3%	22.2%	21.8%	NA	NA	NA	NA	26.9%

TANF Work Participation Rate Numbers are not available until 45 days after the end of the reporting month. Therefore, for the purpose of this report these numbers are reported one month behind the report month.

Monthly TANF Work Participation Rates for Federal Fiscal Years 2006 and 2007





# ***FOOD STAMPS***



## Monthly Financial Review

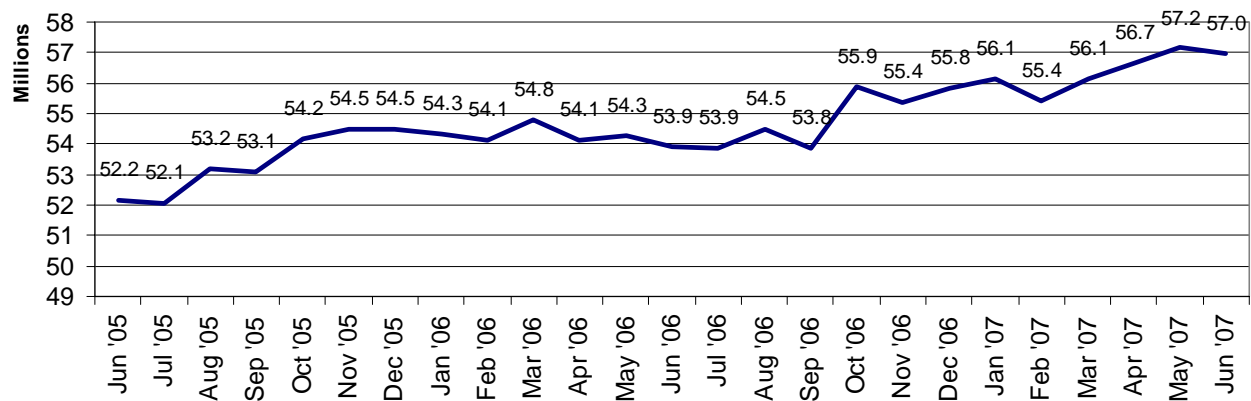
## Division of Family Resources

### Food Stamp Program Caseload and Dollars Issued

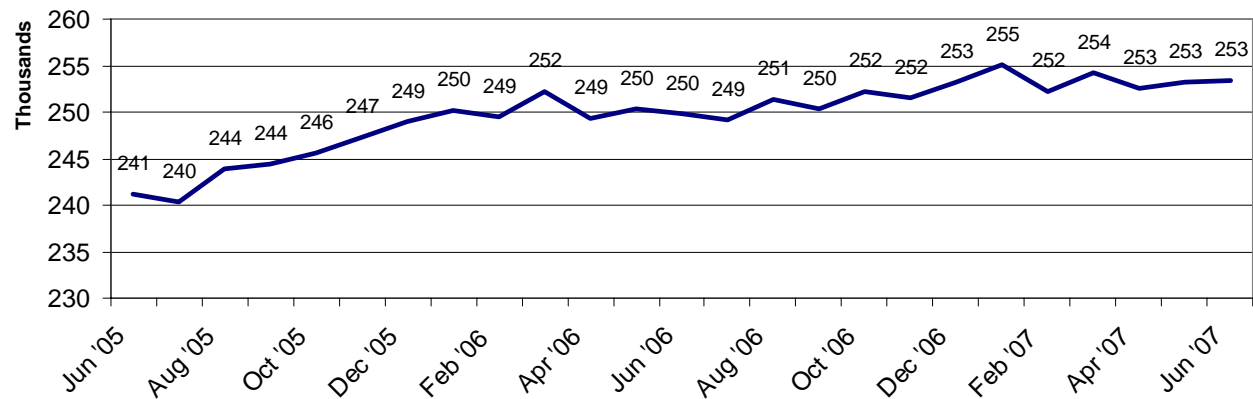
	June 2007	May 2007	June 2006
Total stamps issued	56,980,475	57,164,321	53,899,414
Number of households receiving assistance	253,443	253,233	249,914
Number of recipients	586,156	585,245	575,602
Average assistance per household	\$224.83	\$225.74	\$215.67
Average assistance per recipient	\$97.21	\$97.68	\$93.64



Food Stamps Issued



Food Stamp Households





## Monthly Financial Review

## Division of Family Resources

Error rate data for a sample month is not reported by the state until 113 days after the end of that month, which is the deadline for submission to the Federal Agency for review and subsequent acceptance or revision. The figures below represent the most current data available at the time this report was prepared.

### Monthly and Year to Date Positive Error Rates Comparisons for FFY 2006 and 2007

#### FFY 2006

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Cumulative	3.88%	6.24%	5.56%	5.82%	5.65%	5.70%	5.66%	6.46%	6.66%	6.78%	6.77%	6.49%
Monthly	3.88%	8.26%	4.26%	6.64%	4.97%	5.95%	5.43%	11.85%	8.40%	7.93%	6.77%	3.39%

#### FFY 2007

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Cumulative	4.17%	4.08%	5.35%	6.97%	6.53%	6.44%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Monthly	4.17%	3.98%	7.72%	11.72%	4.77%	6.16%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

### Monthly and Year to Date Negative Error Rates Comparisons for FFY 2006 and 2007

#### FFY 2006

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Cumulative	5.56%	5.88%	5.88%	5.78%	6.29%	6.70%	6.14%	6.19%	5.64%	5.52%	5.74%	5.75%
Monthly	5.56%	6.25%	5.88%	5.48%	8.77%	7.35%	2.90%	6.56%	2.27%	4.48%	7.69%	5.88%

#### FFY 2007

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Cumulative	4.69%	5.93%	5.34%	4.38%	3.96%	4.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Monthly	4.69%	7.04%	4.35%	1.47%	1.85%	7.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Quality Control reviews of food stamp cases generate annual estimates of the proportion of cases in which caseworkers or recipients make an "error" and the dollar value of those errors. Caseload and dollar error rates are calculated for overpayments and underpayments on positive (active) cases. The accuracy of decisions denying or terminating food stamp assistance is also measured with an error rate reflecting the proportion of denials and terminations that were improper. No dollar value is calculated on these negative (closed) cases. The dollar error rates reported through the food stamp Quality Control system are used as the basis for assessing the financial liability of states for overpaid and underpaid benefits. States with persistently high error rates are assessed sanctions.